

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**

**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

EveryCall Communications, Inc.

QUARTER / YEAR

1st / 2010

Month:	JAN	FEB	MAR
Number of Customer Access Lines	<u>2173</u>	<u>2472</u>	<u>2448</u>
Trouble Reports / Access Line (%)	<u>6%</u>	<u>7%</u>	<u>6%</u>
Customer Out of Service Clearing Times (%)	<u>85%</u>	<u>86%</u>	<u>85%</u>
New Installs Completed w/in 5 Days (%)	<u>94%</u>	<u>96%</u>	<u>94%</u>
Commitments Fulfilled (%)	<u>94%</u>	<u>95%</u>	<u>96%</u>

Comments / Explanations: \_\_\_\_\_

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Person Making Report / Contact Information: Jon Seger

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